

We would love to show you the faces of our Support Services Team...

...but they are pretty busy keeping our clients happy.

HP Certified Support Services from AMP

AMP is Dedicated to Supporting Your HP Solutions

Key Benefits:

- » Experienced US based Helpdesk
- » Highly skilled and responsive support technicians
- » Flexible options to bundle comprehensive support packages
- » Get the service and support your investment deserves!

Why Switch to AMP?

- » World-class Service Consultants
- » No more waiting for service
- » Pro-active support eliminates many service issues before they occur!

The HP Certified Support Services Program represents the highest level of collaboration between HP and specially selected software business partners, like AMP, for the delivery of HP Software support.

Only those with a proven level of HP Software expertise can become an HP Certified Support Services partner. AMP provides comprehensive support on a range of HP Software products. This includes providing HP Software updates.

How can AMP Improve Your First-Level Service Response?

- » As AMP's ASMP-S client, you will be working with a complete end-to-end solution provider that will support every aspect of your business computing needs
- » AMP will stay with you throughout the solution lifecycle—from design and deployment to support and maintenance
- » As a result, AMP has a complete understanding of your IT environment and challenges in order to deliver a more effective level of support
- » AMP has direct access to the massive HP Software support infrastructure—which comprises over 800 technical support engineers
- » HP enables us to provide you with the most current support via direct access to HP support experts, specialized knowledge and training resources
- » You will still have complete access to Patches, Security Bulletins, Software Update Portal, Self-Solve Knowledge Search, HP Discussion Forum, and Support Matrices



For custom support plans regarding staff augmentation, outsourced administration, process consulting services, and more contact your AMP Account Executive!

Choose a single point of contact for all your support needs.

Response Time Goals	Severity Level 1	Severity Level 2	Severity Level 3	Severity Level 4
9x5: Local business hours and local business days	2 Hours	6 Hours	8 Hours	1 Business Day
24x7: Monday-Sunday, including all bank, public and HP holidays	1 hour with prioritized support response	4 Hours	6 Hours	1 Business Day
Definitions	Production system is down	Major feature/ function failure	Minor feature/ function failure	Minor problem
	HP product is unusable resulting in total disruption of work or other critical business impact No workaround is available	Operations are severely restricted. A workaround is available	Product does not operate as designed, minor impact on usage, acceptable workaround deployed	Documentation, general information, enhancement request, etc

What is the added value of AMP as your support partner?

- » Weekly review logs and event queues for Service Manager and its integrations within your environment.
- » Patch and New Release Management
- » Education and demo of new major product releases, providing you with a thorough understanding of the unique impact on your current Service Manager system.
- » Biweekly Reports (period activity – open, pending customer, pending vendor, close) and regular weekly support status calls with AMP experts.

Management oversight and escalation:

AMP management is invested heavily in the success of our ASMP-S Support program. Notification to VP level is initiated for all Severity 1 outages along with updates on the trouble resolution activities. An AMP ASMP-S Manager is responsible to oversee the ongoing processes and monitor customer SLA's and satisfaction.

Online reporting:

We provide both online Self-Service portal trouble reporting and status check capabilities or phone support. E-mail status is provided at critical junctures of the support lifecycle.

For high-quality support of your HP Software products, choose AMP. You get the expertise you require—from someone who understands your business and IT environment.



@AMP_IT



AMP Technology Solutions